



# **Supervisory Manager Process Booklet and Assessment Guide for Crew Commanders and Watch Commanders**



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**CAMBRIDGESHIRE  
FIRE & RESCUE SERVICE**  
*Working together to improve community safety*



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# **Our Service**

## **Our community**

The population of Cambridgeshire and Peterborough is approximately 852,500.

Cambridgeshire has a diverse and resilient economy. Situated in the heart of the East of England, Cambridge is less than one hour from London, just twenty minutes from London Stansted airport, which has excellent links to most major European cities and Cambridge also hosts its own private airport.

Cambridgeshire has good access to the national motorway network with the A1, A14 and M11 roads which provide easy connections to the Midlands, the North, London and the east coast ports of Felixstowe, Lowestoft, Ipswich, Great Yarmouth and Harwich.

## **The Fire Authority**

The Cambridgeshire and Peterborough Fire Authority is the governing body responsible for delivering a fire and rescue service to Cambridgeshire and Peterborough. It was established in 1998 when Peterborough City became a unitary authority.

Seventeen elected members make up the Authority, all of whom are serving councillors. There are 13 members appointed by Cambridgeshire County Council and four members from Peterborough City Council, reflecting the proportion of tax payers in each of the two council areas.

The political make-up of the Authority reflects the number of members from the political parties on each of the appointing county and unitary authorities. A Chairman and Vice-Chairman are elected annually.

## **Our structure**

We currently operate from 28 fire stations across Cambridgeshire and Peterborough, 27 of which are operational. We have four wholetime stations, three day crewed and the remainder are on-call stations, one of which is a voluntary fire station.

Our fleet contains a number of different types of fire appliance, including rescue and light rescue pumps, turntable ladders, hazardous materials and command units, as well as a high-volume pump.

Management, professional support departments and our Combined Fire Control, which takes emergency calls from residents in Cambridgeshire and Suffolk, are all based at our Service Headquarters in Huntingdon.

We employ more than 600 members of staff, made up of 247 wholetime operational staff, including Principal Officers, around 200 on-call firefighters, 42 members of staff in our Combined Fire Control and 144 staff in professional support roles.

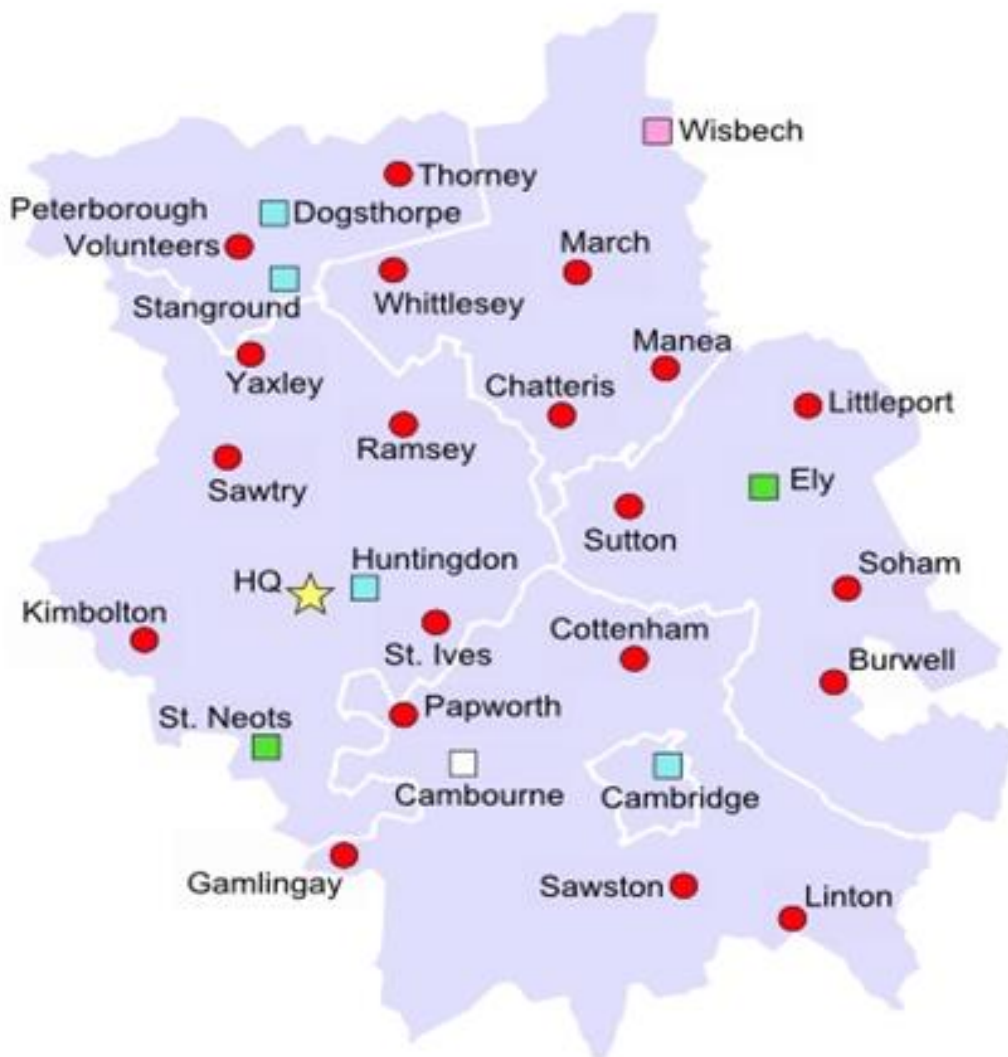
The Service is run by a chief fire officer who is also the chief executive of the Service. The chief fire officer is supported by a deputy chief executive and an assistant chief fire officer, who form the chief officers group. Each chief officer is responsible for a number of departments and functions and is supported by a management structure from across the organisation.

## Map of our fire stations

### Map key:

- = On-call station.
- = Wholetime station (crewed 24 hours per day, 7 days per week).
- = Day-crewed, 7 days per week (8:00am to 7pm).
- = Day-crewed, 5 days per week\*.
- = Community fire station (no vehicles).
- ★ = Fire Service Headquarters.

\* Crewed Monday to Friday from 8:00am to 5:30pm.



## Our Culture

Our culture at CFRS is a combination of **what** we do, and **how** we do it. The following foundations are why the Service is a great place to work:

1. Our Vision - **is for a safe community where there are no preventable deaths or injuries in fires or other emergencies.**

2. Our Strategic Aims – To achieve our vision, we need to strive for **operational** and **community safety excellence**, demonstrate **value for money**, and put **people**, in the communities we serve and our staff, at the centre of everything we do.

3. Our Values - We strive to incorporate three key values into every aspect of our work:

- **Dignity** our treatment of people should conform to a standard of behaviour that is socially acceptable to all members of the community we serve.
- **Respect** the differences in groups of employees and the public. We should consider the right for people to be different and value diversity rather than demean it.
- **Welcome** people into the workplace. We should create a working environment that is open and inclusive, which offers help and support.

4. Our One Team Behaviours - Working with staff, we have developed a set of behaviours that we expect everyone in the organisation to demonstrate, from the Chief Fire Officer to frontline staff. These are shown on the following page.

5. Our Leadership Development Framework – One of the many benefits of working for CFRS is the opportunity for development. The leadership framework has been developed to provide all roles within the organisation a framework to assess potential and performance. More information regarding the framework is on page 7.



## Our **Behaviours**

# What we believe in

## What we do

### Trust

I talk straight

I do what I say I will do

I genuinely listen to others

### Respect

I praise and give credit to others

I help others to succeed

I value all people equally

### Results

I try to improve things

I seek feedback and I act on it

I get the right things done

### Commitment

I get the job done but not at others' expense

I show loyalty for the Service, not just my own area

I support decisions

### Honesty

I admit if I'm wrong, graciously

I challenge inappropriate behaviour

I'm open and honest



# Introducing the leadership development framework

The framework is built around the four quadrants shown below and is measured at four levels, with each level building on the previous one.

The critical feature of our leadership development framework is that it is relevant to

all roles within the organisation and uses defined and observable statements to assess potential and performance.

It is worth noting that our leadership development framework is very similar to the one produced by the National

Fire Chiefs Council (NFCC). We had produced our own prior to the national one being published. To balance consistency nationally and our individual leadership development aspirations, we have created a hybrid version of the two.



# Crew Commander **Job Description**

**Responsible to: Watch Commander**

**Responsible for: Firefighters**

## **Main Duties and Accountabilities**

- 1. Inform and educate your community to improve awareness of safety matters**
  - Promote safety matters to inform your community.
  - Facilitate learning through demonstration and instruction
- 2. Contribute to fire safety solutions to minimise risks to your community**
  - Inspect premises to minimise risks to people, property and the environment
  - Report on issues arising from an inspection
- 3. Lead the work of teams and individuals to achieve their objectives**
  - Plan the work of teams and individuals
  - Assess the work of teams and individuals
  - Provide feedback to teams and individuals on their work
- 4. Maintain activities to meet requirements**
  - Maintain work activities to meet requirements
  - Maintain healthy, safe and productive working conditions
  - Make recommendations for improvements to work activities
- 5. Take responsibility for effective performance**
  - Take responsibility for personal performance
  - Establish and maintain effective working relationships with people
  - Develop your own skills to improve your performance
- 6. Support the development of teams and individuals**
  - Contribute to the identification of development needs
  - Contribute to planning the development of teams and individuals
  - Contribute to development activities
  - Contribute to the assessment of people against development objectives
- 7. Investigate and report on events to inform future practice**
  - Gather information to support the investigation of an event
  - Report the findings and conclusions of an investigation
- 8. Lead and support people to resolve operational incidents**
  - Plan action to meet the needs of the incident
  - Implement action to meet planned objectives
  - Close down the operational phase of incidents



- Debrief people following incidents

## **CORPORATE ACCOUNTABILITIES (applicable to all staff)**

### **1. Equality and Inclusion**

- Support and promote the Service's statement, policies and procedures on Equality and Inclusion in employment and service delivery.

### **2. Health, Safety and Risk**

- Ensure that health, safety and risk issues are factored into all areas of activity
- Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment.

### **3. Personal Development**

- Responsible for updating own practices and professional knowledge.
- Undertaking personal development activities as agreed with line manager.

### **4. General**

- To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

## **OTHER GENERAL REQUIREMENTS OF THE JOB**

### **1. CPD**

- The post holder must be willing to continuously develop their professional knowledge, experience and understanding.

### **2. TRAVEL**

- Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc.

## Crew Commander **Person Specification**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
<b>ORGANISATIONAL EFFECTIVENESS</b>	Leads others to achieve excellence by the establishment, maintenance and management of performance requirements	✓		Assessment
	Creates and implements effective team plans in line with organisational objectives	✓		Application Form and Assessment
<b>ATTITUDE AND APPROACH</b>	Proactively supports change, adjusting approach to meet changing requirements	✓		Assessment
	Maintains a confident, controlled and focused attitude in highly challenging situations	✓		Assessment
	Committed and able to develop self, individuals, teams and others to improve organisational effectiveness	✓		Assessment
<b>SKILLS AND ABILITIES</b>	The ability to converse at ease with customers and provide advice or give correct information in accurate spoken English	✓		Assessment
	Communicates effectively both orally and in writing	✓		Application Form and Assessment
	Understands and applies relevant information to make appropriate decisions and create practical solutions	✓		Application Form and Assessment
	Leads, involves and motivates others both within the Fire and Rescue Service and in the community	✓		Application Form and Assessment

	Maintains an active awareness of the environment to promote safe and effective working	✓		Assessment
<b>EQUAL OPPORTUNITIES</b>	Commitment to equality and fairness	✓		Assessment
<b>GENERAL</b>	A full and current driving licence that entitles you to drive in the UK without restrictions*	✓		Application Form
	Satisfactory unaided eyesight and colour vision	✓		Medical and Fitness Exam on appointment
	Satisfactory hearing	✓		Medical and Fitness Exam on appointment

\*Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required

## Crew Commander **Terms and Conditions**

<b>Salary</b>	The current pay for Crew Commander is £35,747 per annum.
<b>Annual Leave</b>	Annual leave entitlement as per Grey Book.
<b>Duties and place of work</b>	The core accountabilities are as described in the job description for this post. The post holder is liable to undertake such duties as may be reasonably required of them, commensurate with their grade, at their place of work at Fire and Rescue Service Headquarters, Huntingdon or at any other of the Authority's establishments or other locations within the county.
<b>Hours of work</b>	Dependent on specified shift system.
<b>Sick pay</b>	The provisions of the scheme agreed by the National Joint Council for Local Government Services as set out within the Grey Book apply.
<b>Fairness at work</b>	<p>The Service values diversity in the Service and the community by:</p> <ul style="list-style-type: none"> <li>• Treating everyone fairly and with respect</li> <li>• Providing varying solutions for different needs and expectations</li> <li>• Promoting equal opportunities in employment and progression within the Service</li> <li>• Challenging prejudice and discrimination</li> </ul>
<b>Political Restriction</b>	This post has been designated as Politically Restricted under Part 1 of the Local Government and Housing Act 1989. As a consequence the successful candidate is unable to undertake any public political activities or stand for membership of public/political authorities.
<b>Criminal Convictions</b>	The post holder will be required to declare prior to and at any time during their employment any criminal convictions and notify any pending prosecutions to the Chairman of the Fire Authority. This includes driving/speeding offences.

# Watch Commander **Job Description**

**Responsible to: Station Commander**

**Responsible for: Crew Commander**

## **Main Duties and Accountabilities**

- 1. Lead the work of teams and individuals to achieve their objectives**
  - Plan the work of teams and individuals
  - Assess the work of teams and individuals
  - Provide feedback to teams and individuals on their work
- 2. Maintain activities to meet requirements**
  - Maintain work activities to meet requirements
  - Maintain healthy, safe and productive working conditions
  - Make recommendations for improvements to work activities
- 3. Manage information for action**
  - Gather required information
  - Inform and advise others
  - Hold meetings
- 4. Take responsibility for effective performance**
  - Take responsibility for personal performance
  - Establish and maintain effective working relationships with people
  - Develop your own skills to improve your performance
- 5. Support the development of teams and individuals**
  - Contribute to the identification of development needs
  - Contribute to planning the development of teams and individuals
  - Contribute to development activities
  - Contribute to the assessment of people against development objectives
- 6. Investigate and report on events to inform future practice**
  - Gather information to support the investigation of an event
  - Report the findings and conclusions of an investigation
- 7. Lead and support people to resolve operational incidents**
  - Plan action to meet the needs of the incident
  - Implement action to meet planned objectives
  - Close down the operational phase of incidents
  - Debrief people following incidents
- 8. Support the efficient use of resources**
  - Make recommendations for the use of resources
  - Contribute to the control of resources

- 9. Acquire, store and issue resources to provide service delivery**
  - Monitor and acquire resources to meet service demands
  - Monitor the storage of physical resources
  - Control the issue of resources to support service delivery
- 10. Respond to poor performance in your team**
  - Help team members who have problems affecting their performance
  - Contribute to implementing disciplinary and grievance procedures
- 11. Assess candidate performance**
  - Develop plans for assessing competence with candidates
  - Judge evidence against criteria to make assessment decisions
  - Provide feedback and support to candidates on assessment decisions
  - Contribute to the internal quality assurance process

## **CORPORATE ACCOUNTABILITIES (applicable to all personnel)**

- 1. Equality and Inclusion**
  - Support and promote the Service's statement, policies and procedures on Equality and Inclusion in employment and service delivery.
- 2. Health, Safety and Risk**
  - Ensure that health, safety and risk issues are factored into all areas of activity
  - Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment.
- 3. Personal Development**
  - Responsible for updating own practices and professional knowledge.
  - Undertaking personal development activities as agreed with line manager.
- 4. General**
  - To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

## **OTHER GENERAL REQUIREMENTS OF THE JOB**

- 1. CPD**
  - The post holder must be willing to continuously develop their professional knowledge, experience and understanding.
- 2. TRAVEL**
  - Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc.

## Watch Commander **Person Specification**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
<b>ORGANISATIONAL EFFECTIVENESS</b>	Leads others to achieve excellence by the establishment, maintenance and management of performance requirements	✓		Assessment
	Creates and implements effective team plans in line with organisational objectives	✓		Application Form and Assessment
<b>ATTITUDE AND APPROACH</b>	Proactively supports change, adjusting approach to meet changing requirements	✓		Assessment
	Maintains a confident, controlled and focused attitude in highly challenging situations	✓		Assessment
	Committed and able to develop self, individuals, teams and others to improve organisational effectiveness	✓		Assessment
<b>SKILLS AND ABILITIES</b>	The ability to converse at ease with customers and provide advice or give correct information in accurate spoken English	✓		Assessment
	Communicates effectively both orally and in writing	✓		Application Form and Assessment
	Understands and applies relevant information to make appropriate decisions and create practical solutions	✓		Application Form and Assessment
	Leads, involves and motivates others both within the Fire and Rescue Service and in the community	✓		Application Form and Assessment



	Maintains an active awareness of the environment to promote safe and effective working	✓		Assessment
<b>EQUAL OPPORTUNITIES</b>	Commitment to equality and fairness	✓		Assessment
<b>GENERAL</b>	A full and current driving licence that entitles you to drive in the UK without restrictions*	✓		Application Form
	Satisfactory unaided eyesight and colour vision	✓		Medical and Fitness Exam on appointment
	Satisfactory hearing	✓		Medical and Fitness Exam on appointment

\*Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required

## Watch Commander **Terms and Conditions**

<b>Salary</b>	The current pay for Watch Commander is £39,974 per annum.
<b>Annual Leave</b>	Annual leave entitlement as per Grey Book.
<b>Duties and place of work</b>	The core accountabilities are as described in the job description for this post. The post holder is liable to undertake such duties as may be reasonably required of them, commensurate with their grade, at their place of work at Fire and Rescue Service Headquarters, Huntingdon or at any other of the Authority's establishments or other locations within the county.
<b>Hours of work</b>	Dependent on specified shift system.
<b>Sick pay</b>	The provisions of the scheme agreed by the National Joint Council for Local Government Services as set out within the Grey Book apply.
<b>Fairness at work</b>	<p>The Service values diversity in the Service and the community by:</p> <ul style="list-style-type: none"> <li>• Treating everyone fairly and with respect</li> <li>• Providing varying solutions for different needs and expectations</li> <li>• Promoting equal opportunities in employment and progression within the Service</li> <li>• Challenging prejudice and discrimination</li> </ul>
<b>Political Restriction</b>	This post has been designated as Politically Restricted under Part 1 of the Local Government and Housing Act 1989. As a consequence the successful candidate is unable to undertake any public political activities or stand for membership of public/political authorities.
<b>Criminal Convictions</b>	The post holder will be required to declare prior to and at any time during their employment any criminal convictions and notify any pending prosecutions to the Chairman of the Fire Authority. This includes driving/speeding offences.

# Crew Commander CFC **Job Description**

**Responsible to: Watch Commander (CFC)**

**Responsible for: Firefighters (CFC)**

## **Main Duties & Accountabilities**

### **1. Contribute to fire safety solutions to minimise risks to your community**

- Inspect premises to minimise risks to people, property and the environment
- Report on issues arising from an inspection

### **2. Maintain activities to meet requirements**

- Maintain work activities to meet requirements
- Maintain healthy, safe and productive working conditions
- Make recommendations for improvements to work activities

### **3. Manage information for action**

- Gather required information
- Inform and advise others
- Hold meetings

### **4. Take responsibility for effective performance**

- Take responsibility for personal performance
- Establish and maintain effective working relationships with people
- Develop your own skills to improve your performance

### **5. Support the development of teams and individuals**

- Contribute to the identification of development needs
- Contribute to planning the development of teams and individuals
- Contribute to development activities
- Contribute to the assessment of people against development objectives

### **6. Investigate and report on events to inform future practice**

- Gather information to support the investigation of an event
- Report the findings and conclusions of an investigation

## **CORPORATE ACCOUNTABILITIES (applicable to all personnel)**

### **1. Equality and Inclusion**

- Support and promote the Service's statement, policies and procedures on Equality and Inclusion in employment and service delivery.

### **2. Health, Safety and Risk**

- Ensure that health, safety and risk issues are factored into all areas of activity

- Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment.

### **3. Personal Development**

- Responsible for updating own practices and professional knowledge.
- Undertaking personal development activities as agreed with line manager.

### **4. General**

- To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

## **OTHER GENERAL REQUIREMENTS OF THE JOB**

### **1. CPD**

- The post holder must be willing to continuously develop their professional knowledge, experience and understanding.

### **2. TRAVEL**

- Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc.

## Crew Commander CFC **Person Specification**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
ORGANISATIONAL EFFECTIVENESS	Leads others to achieve excellence by the establishment, maintenance and management of performance requirements	✓		Assessment
	Creates and implements effective team plans in line with organisational objectives	✓		Application Form & Assessment
ATTITUDE AND APPROACH	Proactively supports change, adjusting approach to meet changing requirements	✓		Assessment
	Maintains a confident, controlled and focused attitude in highly challenging situations	✓		Assessment
	Committed and able to develop self, individuals, teams and others to improve organisational effectiveness	✓		Assessment
SKILLS AND ABILITIES	The ability to converse at ease with customers and provide advice or give correct information in accurate spoken English	✓		Assessment
	Communicates effectively both orally and in writing	✓		Application Form & Assessment
	Understands and applies relevant information to make appropriate decisions and create practical solutions	✓		Application Form & Assessment
	Leads, involves and motivates others both within the Fire and Rescue Service and in the community	✓		Application Form & Assessment

	Maintains an active awareness of the environment to promote safe and effective working	✓		Assessment
<b>EQUAL OPPORTUNITIES</b>	Commitment to equality and fairness	✓		Assessment
<b>GENERAL</b>	A full and current driving licence that entitles you to drive in the UK without restrictions*	✓		Application Form
	Satisfactory unaided eyesight and colour vision	✓		Medical and Fitness Exam on appointment
	Satisfactory hearing	✓		Medical and Fitness Exam on appointment

\*Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required

## Crew Commander CFC **Terms and Conditions**

<b>Salary</b>	The current pay for Crew Commander is £33,960 per annum.
<b>Annual Leave</b>	Annual leave entitlement as per Grey Book.
<b>Duties and place of work</b>	The core accountabilities are as described in the job description for this post. The post holder is liable to undertake such duties as may be reasonably required of them, commensurate with their grade, at their place of work at Fire and Rescue Service Headquarters, Huntingdon or at any other of the Authority's establishments or other locations within the county.
<b>Hours of work</b>	Dependent on specified shift system.
<b>Sick pay</b>	The provisions of the scheme agreed by the National Joint Council for Local Government Services as set out within the Grey Book apply.
<b>Fairness at work</b>	<p>The Service values diversity in the Service and the community by:</p> <ul style="list-style-type: none"> <li>• Treating everyone fairly and with respect</li> <li>• Providing varying solutions for different needs and expectations</li> <li>• Promoting equal opportunities in employment and progression within the Service</li> <li>• Challenging prejudice and discrimination</li> </ul>
<b>Political Restriction</b>	This post has been designated as Politically Restricted under Part 1 of the Local Government and Housing Act 1989. As a consequence the successful candidate is unable to undertake any public political activities or stand for membership of public/political authorities.
<b>Criminal Convictions</b>	The post holder will be required to declare prior to and at any time during their employment any criminal convictions and notify any pending prosecutions to the Chairman of the Fire Authority. This includes driving/speeding offences.



# Watch Commander CFC **Job Description**

## **ROLE: WATCH COMMANDER (CONTROL)**

**Responsible to: Station Commander (Control)**

**Responsible for: Crew Commander (Control)**

### **Main Duties & Accountabilities**

- 1. Lead the work of teams and individuals to achieve their objectives**
  - Plan the work of teams and individuals
  - Assess the work of teams and individuals
  - Provide feedback to teams and individuals on their work
- 2. Maintain activities to meet requirements**
  - Maintain work activities to meet requirements
  - Maintain healthy, safe and productive working conditions
  - Make recommendations for improvements to work activities
- 3. Manage information for action**
  - Gather required information
  - Inform and advise others
  - Hold meetings
- 4. Take responsibility for effective performance**
  - Take responsibility for personal performance
  - Establish and maintain effective working relationships with people
  - Develop your own skills to improve your performance
- 5. Support the development of teams and individuals**
  - Contribute to the identification of development needs
  - Contribute to planning the development of teams and individuals
  - Contribute to development activities
  - Contribute to the assessment of people against development objectives
- 6. Investigate and report on events to inform future practice**
  - Gather information to support the investigation of an event
  - Report the findings and conclusions of an investigation
- 7. Lead and support control operations to resolve operational incidents**
  - Plan action to meet the needs of events
  - Implement action to meet planned objectives
  - Debrief people following events
- 8. Support the efficient use of resources**
  - Make recommendations for the use of resources

- Contribute to the control of resources
- 9. Acquire, store and issue resources to provide service delivery**
- Monitor and acquire resources to meet service demands
  - Monitor the storage of physical resources
  - Control the issue of resources to support service delivery
- 10. Respond to poor performance in your team**
- Help team members who have problems affecting their performance
  - Contribute to implementing disciplinary and grievance procedures
- 11. Assess candidate performance**
- Develop plans for assessing competence with candidates
  - Judge evidence against criteria to make assessment decisions
  - Provide feedback and support to candidates on assessment decisions
  - Contribute to the internal quality assurance process

## **CORPORATE ACCOUNTABILITIES (applicable to all personnel)**

- 1. Equality and Inclusion**
- Support and promote the Service's statement, policies and procedures on Equality and Inclusion in employment and service delivery.
- 2. Health, Safety and Risk**
- Ensure that health, safety and risk issues are factored into all areas of activity
  - Support and promote the Service's Health and Safety policies and procedures to maintain a safe and healthy working environment.
- 3. Personal Development**
- Responsible for updating own practices and professional knowledge.
  - Undertaking personal development activities as agreed with line manager.
- 4. General**
- To undertake such other duties as may be required from time to time, commensurate with the grade and positioning of the post.

## **OTHER GENERAL REQUIREMENTS OF THE JOB**

- 1. CPD**
- The post holder must be willing to continuously develop their professional knowledge, experience and understanding.
- 2. TRAVEL**
- Travelling across the county may be required to facilitate the effective delivery of the role and to participate in meetings etc.

## Watch Commander CFC **Person Specification**

CORE COMPETENCIES	CRITERIA	ESSENTIAL	DESIRABLE	MEASUREMENT
<b>ORGANISATIONAL EFFECTIVENESS</b>	Leads others to achieve excellence by the establishment, maintenance and management of performance requirements	✓		Assessment
	Creates and implements effective team plans in line with organisational objectives	✓		Application Form & Assessment
<b>ATTITUDE AND APPROACH</b>	Proactively supports change, adjusting approach to meet changing requirements	✓		Assessment
	Maintains a confident, controlled and focused attitude in highly challenging situations	✓		Assessment
	Committed and able to develop self, individuals, teams and others to improve organisational effectiveness	✓		Assessment
<b>SKILLS AND ABILITIES</b>	The ability to converse at ease with customers and provide advice or give correct information in accurate spoken English	✓		Assessment
	Communicates effectively both orally and in writing	✓		Application Form & Assessment
	Understands and applies relevant information to make appropriate decisions and create practical solutions	✓		Application Form & Assessment
	Leads, involves and motivates others both within the Fire and Rescue Service and in the community	✓		Application Form & Assessment

	Maintains an active awareness of the environment to promote safe and effective working	✓		Assessment
<b>EQUAL OPPORTUNITIES</b>	Commitment to equality and fairness	✓		Assessment
<b>GENERAL</b>	A full and current driving licence that entitles you to drive in the UK without restrictions*	✓		Application Form
	Satisfactory unaided eyesight and colour vision	✓		Medical and Fitness Exam on appointment
	Satisfactory hearing	✓		Medical and Fitness Exam on appointment

\*Reasonable adjustment will be made for those candidates who may have a disability under the Equality Act 2010. However, it is essential that the successful candidate can travel to any part of the county when required

## Watch Commander CFC **Terms and Conditions**

<b>Salary</b>	The current pay for Watch Commander is £37,975 per annum.
<b>Annual Leave</b>	Annual leave entitlement as per Grey Book.
<b>Duties and place of work</b>	The core accountabilities are as described in the job description for this post. The post holder is liable to undertake such duties as may be reasonably required of them, commensurate with their grade, at their place of work at Fire and Rescue Service Headquarters, Huntingdon or at any other of the Authority's establishments or other locations within the county.
<b>Hours of work</b>	Dependent on specified shift system.
<b>Sick pay</b>	The provisions of the scheme agreed by the National Joint Council for Local Government Services as set out within the Grey Book apply.
<b>Fairness at work</b>	<p>The Service values diversity in the Service and the community by:</p> <ul style="list-style-type: none"> <li>• Treating everyone fairly and with respect</li> <li>• Providing varying solutions for different needs and expectations</li> <li>• Promoting equal opportunities in employment and progression within the Service</li> <li>• Challenging prejudice and discrimination</li> </ul>
<b>Political Restriction</b>	This post has been designated as Politically Restricted under Part 1 of the Local Government and Housing Act 1989. As a consequence the successful candidate is unable to undertake any public political activities or stand for membership of public/political authorities.
<b>Criminal Convictions</b>	The post holder will be required to declare prior to and at any time during their employment any criminal convictions and notify any pending prosecutions to the Chairman of the Fire Authority. This includes driving/speeding offences.

## Process Timeline

# Supervisory Manager Promotion Process



CAMBRIDGESHIRE  
FIRE & RESCUE SERVICE



### Application window opens

**Monday 02 May - Friday 13 May 2022**

Applications open!  
You will be able to access the application via email, our website and Yammer.

Please make sure you send your completed  
application to [Recruitment@cambsfire.gov.uk](mailto:Recruitment@cambsfire.gov.uk)

The application window closes on Friday 13 May 2022 at 1700.



### Assessment Centre

**Week Commencing 06 June 2022**

The assessment centre will be held at Weston Homes  
Stadium, Peterborough United Football Club



## Application window

The application window opens on Monday 02 May 2022 and closes on Friday 13 May at 1700. Please email completed application forms to [recruitment@cambsfire.gov.uk](mailto:recruitment@cambsfire.gov.uk)

Remember:

- Use S.T.A.R format to structure your answers
- Examples must be within three years
- Clearly mark which question the evidence provided is relevant to
- No more than two sides of A4 in total – roughly half a page per question
- Use font Arial size 12
- Use examples you can expand on at interview
- Put on your application a personal email address as well as a work email to ensure you receive the candidate instructions prior to the assessment centre

## Assessment Centre

The assessment centre will take place at:

Weston Homes Stadium  
Peterborough United Football Club  
London Road  
Peterborough  
PE2 8AL

Directions to the venue can be found here under directions and car parking:

<https://footballgroundguide.com/leagues/england/league-one/abax-stadium-london-road-peterborough-united.html>

When you enter the Stadium follow the road round to the left, passed the glass fronted building until you reach the metal gates and cannot go any further. Parking is available on the right-hand side outside the Weston Homes stand and in front of the glass front building.

There is free parking on-site.

Please look out for the signage outside and within the building directing you to the designated break out/waiting area. We will have two members of the Recruitment Team acting as centre coordinators at the Stadium and we hope to be available to meet and greet you when you first arrive and after your final assessment before leaving. We will also be around in between your assessments so if you have any questions whilst at the assessment centre, please do not hesitate to ask.

Dress code is uniform.





## Assessment Guidance

Three exercises will form the assessment centre for both the Crew Commander and Watch Commander process, to assess different skill sets and behaviours across a number of areas in the job description and person specification.

The assessment methods for the Supervisory Manager process are as follows:

- Role-based interview
- Scenario-based exercise
- Presentation

### Role-based interview

Review the job description and person specification. Use the STAR format to structure your interview questions and try to practice beforehand.

- **Situation** – what was the situation? What was happening?
- **Task** – what was the task? What was your plan?
- **Action** – what were the actions? What did you do? How did you contribute to the example you are giving. This is your opportunity to really sell what you did in the example. Be really specific when describing your actions.
- **Result** – what was the result? What was the outcome? Did you have any feedback? Would you do anything different next time?

The interviewer's role is to capture as much relevant information from you as possible, therefore detailed examples need to be given. Using the STAR format will help you to do this.

If you are asked a question that you don't understand or need repeating it's absolutely fine to ask the interviewers to re-phase or repeat it.

You can take notes in with you if you wish, but we advise for all candidates to not read from the notes continuously, use your notes as prompts where necessary.

The interview will last approximately 1 hour and we will use the contents of your application form to form the basis of your interview. This is an opportunity to sell yourself and the skills and qualities you will bring to the role of a Supervisory Manager, remember to use the S.T.A.R format to best help answer the questions you are asked.

### Scenario-based exercise

The scenario-based exercise will assess your thought process when presented with realistic scenario's that you will come across as a Crew or Watch Commander. You will be informed of the time you have available to read through and answer a number of questions related to the scenario. We will be scoring on your thoughts and solutions from your answers, we will not be scoring on grammar or spelling.

## **Presentation**

You will be required to create and deliver a presentation on a relevant topic followed by a panel discussion. The candidate instructions will be emailed to you on Friday 27 May, if you choose to use PowerPoint, please email your presentation to the Recruitment Team by Friday 03 June 12 noon in preparation for the assessment centre the following week.

The Assessors will aim to put you at ease and support you throughout your presentation. The main areas you should consider when presenting are:

- Time keeping
- Planning and organising
- How you communicate
- Confidence
- Ability to answer questions

When preparing and delivering your presentation bear in mind that there is a time limit of your presentation. Prepare to receive questions at the end of your presentation.